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Bib Data Sheet

CONFIRMATION NO. 4196

<b>SERIAL NUMBER</b> 10/090,264	<b>FILING DATE</b> 03/04/2002 <b>RULE</b>	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2643	<b>ATTORNEY DOCKET NO.</b> 01-4005	
<b>APPLICANTS</b> Patrick Peterson, Cambridge, MA; Michael Roberts, Cambridge, MA;					
<b>** CONTINUING DATA *****</b> THIS APPLN CLAIMS BENEFIT OF 60/273,710 03/05/2001 AND CLAIMS BENEFIT OF 60/276,266 03/15/2001 <i>See 10/090205 10/090395</i>					
<b>** FOREIGN APPLICATIONS *****</b>					
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> <b>** 04/24/2002</b>					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance <u>HH</u> Verified and Acknowledged _____ Examiner's Signature _____ Initials _____		<b>STATE OR COUNTRY</b> MA	<b>SHEETS DRAWING</b> 43	<b>TOTAL CLAIMS</b> 30	<b>INDEPENDENT CLAIMS</b> 12
<b>ADDRESS</b> Leonard C. Suchyta c/o Christian Andersen Verizon Services Group 600 Hidden Ridge, HQE03H01 Irving, TX 75038					
<b>TITLE</b> System and method for observing calls to a call center					
<b>FILING FEE RECEIVED</b> 2010	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		